GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2749
ANSWERED ON:20.03.2002
COMPLAINTS RECEIVED IN THE PM OFFICE
RAMDAS ATHAWALE

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) the average number of complaints regarding public grievances and pensions received in the Prime Minister Office per month, during the last three years;

(b) the number of complaints redressed and the number of those pending as on date;

(c) the number and nature of complaints out of these pertaining to Delhi;

(d) whether the Government propose to set up public complaints redressal cells at blocks/district level to dispose of the complaints within a stipulated time frame;

(e) if so, the details thereof; and

(f) if not, the reasons therefor?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): The average number of complaints regarding public grievances and pensions received in the Prime Minister`s Office per month during 1.1.99 to 31.12.2001 was 8153.

(b): All the complaints received in Prime Minister`s Office are scrutinized and forwarded for appropriate action on the concerned authorities.

(c): The total number of complaints pertaining to Delhi from 1.1.1999 to 31.12.2001 was 25,883. These complaints, inter-alia, relate to unemployment, service related grievances, allotment of flats/plots, complaints against police officials, and other public servants, unauthorized constructions, encroachments etc.

(d),(e)&(f): The State Governments had adopted an Action Plan for Effective and Responsive Administration in the Chief Minister`s Conference organized by the Department of Administrative Reforms and Public Grievances, Government of India and held on 24 May, 1997. This plan enjoined that State Department would widely publicise the facilities at various levels for the prompt and effective redress of public grievances from Secretariat downwards to the village level. The respective State Governments are required to decide upon the issues related to disposal of grievances within a stipulated time frame in the context of the Action Plan for Effective and Responsive administration.